

December 9, 2013

### Route 11 Bus Driver Kudos for Professionalism

Good morning, I just wanted to recognize one of your bus drivers. For the last two years, I have been taking the 11 bus to Amtrak Station from 20th and Washington. Recently, the route received a new driver. His name is Collin Barkley. In my opinion, he is the most professional driver I have the pleasure to know. When getting on the bus early in the morning to go to work, it is always dreadful to see a bus driver that doesn't want to be there. Some of them don't greet you with a smile, good morning or hello. And that brings me to Mr. Barkley. He is very pleasant and personable. He greets every rider with a Good Morning. This morning at the bus stop, there was a huge puddle of water from all the snow that melted overnight. Mr. Barkley navigated the bus all the way to the curb so I didn't have to jump the puddle in order to get to the bus. He parked the bus so I could easily take one step from the curb to the bus. I never had a problem with his driving or demeanor. It is not uncommon for a bus driver to make me late because they want to stop at a corner store while the riders anxiously wait to arrive to their destination. Mr. Barkley is truly a professional and it is a pleasure to have him on my route.

Rider Joshua DeBeary